

In the mail**Customer letters**

K mart 7005 — Salem, VA — Manager S.E. Riser, Asst. Mgr. R. Warren and Staff.

It is a pleasure for me to write this letter addressing the performance of two of your employees. I live just west of Salem, Virginia and the closest K mart store is located in the city of Salem. As my family and I are frequently required to relocate and often confronted with the problem of determining the best store to deal with in each new location, we were happy to find that K mart had a store in Salem.

Now, after numerous and frequent dealings with this store, I am pleased to pass on that the two gentlemen you have managing this business have clearly outdone all past K mart managers I have had the pleasure of dealing with.

Mr. Robert Warren and Mr. Steve Riser have done exceptionally well. Since the majority of the household items I purchased over the past year have come from K mart, I have also had numerous discussions with these two gentlemen when items had to be returned or I had questions dealing with availability or quality of merchandise.

Despite the inherent complexities of dealing with the public and managing a K mart store, your managers have delivered with ease and made it all look easy. Most assuredly, the demonstrated initiative of Mr. Warren and Mr. Riser in working customer related activities is worthy of emulation by their peers throughout the K mart organization. Please accept my appreciation for their professionally executed team effort of which K mart's executive management can be justifiably proud.

K mart 3111 — Englewood, OH — Employee Donna Vane.

I am writing to compliment and commend one of your employees from the K mart store located in Englewood, Ohio.

The employee's name is Donna Vane and she works in the camera department. I learned later that she was the supervisor in that department.

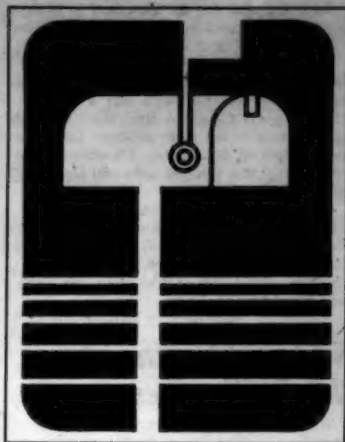
Recently, I was having some copy prints made from a photograph. The photograph was black and white and I was having some difficulties getting the pictures back that were acceptable. After several weeks, I was becoming very disgusted and almost vowed that I would never take pictures back to K mart for developing or anything else.

It was then that I met Ms. Vane. When she realized my situation, she literally bent over backwards and then some to correct my problem. She was on the phone calling and checking until she could find the problem. She was so considerate and helpful that I nearly forgot the original problem. She was truly a credit to your corporation.

Problems are sure to arise in any company of any size and in any department. But when you do have a problem, it is sure nice to know that there is someone like Ms. Vane to help straighten it out for you.

As a direct result of Ms. Vane's concern and hard work to satisfy this customer, I took my next roll of film back to K mart for developing. At least there I know that if I do have a problem, someone cares enough to do something to help.

Again, my highest praise to Donna Vane for a job well done.



K mart 7063 — Morristown, TN — Employee Mrs. Irene Purkey.

I am pleased and happy to write this letter of thanks for your K mart store in Morristown Tennessee. I have been redecorating my whole home so I purchased bedspread, curtains, linens, lamps, shower curtain, rugs for bathroom and am very happy with all of them, but I really appreciated the help in selecting these items, the courtesy shown me by Mrs. Irene Purkey. Also the cheerfulness by which all the clerks show to customers. It makes you feel fine to be in a happy atmosphere.

Thanks again — a satisfied customer.

K mart 7443 — N. Wales, PA — Manager R. J. Plasket.

This letter is long overdue, however, I feel that it must be written. On Feb. 5, 1982, my 9-month old daughter needed emergency open heart surgery. I rushed from store to store before we left for Boston (where the surgery was to be performed) getting supplies for the trip. My final stop was the K mart store 7443 at Airport square in North Wales, PA. At that store I bought cosmetics, toys and pajamas for the hospital (K mart carried the only P.J.'s that snapped down the front a dire necessity in our case) I didn't have enough cash and needed to write a check. After informing the manager of my situation, he allowed me to write the check, saving me much frustration. This manager should be commended by your organization for having the sensitivity to understand our situation and help us. Too often today, people are mindless and uncaring when it comes to the needs of others — this gentleman was not, and my family and I are truly grateful to him for alleviating our already anxious state of mind. I enclose the xeroxed back of our check — perhaps you can recover the name of this manager for us. We would like to thank him in person and feel that K mart Corporation owes him their thanks for helping a customer in need. By the way, our Kate had her surgery, is now 17 months old, and doing beautifully. Many thanks have gone out to those friends and relatives who helped us through this difficult time.

Whoever the manager was at store 7443 on Sunday, January 31, 1982 also has our gratitude. His deed may seem small but it surely saved us from further anxiety in an already tense situation.

K mart 3549 — Seminole, FL — Assistant Manager Brian Gleason.

I wish to tell you of the great help that Brian Gleason was to my husband. On Sunday your store advertised that they had a 3 tier hanging basket for sale at \$3. I sent my husband for it and he looked all over the store and could not find it. He asked several employees for it and they were of no help. He came home and I called the store and they said yes they did have them so I sent my husband and again he still could not find it. He came home and called the store and got your assistant manager and he asked him about it. He said they were in the hardware department and told me to come down to the store and an employee (Brian Gleason) would hold one for me. I want to thank Mr. Gleason for his help. He went out of his way to please a customer. In this day it is hard to find an employee who is so helpful. Thank you very much.

K mart 3105 — Sterling, IL — Staff.

I very recently had the extreme pleasure of dealing with your auto service department at your store in Sterling, Illinois. I'd like to inform you that it was a very rewarding experience. Your employees there were the most courteous and kind people I've had the pleasure to conduct business with in the automotive field.

K mart 7108 — Attleboro Falls, MA — Employee Jean Nicholson.

Our club is a state chartered and well organized group of over one hundred members who represent some twenty towns and cities of Rhode Island and Southeastern Massachusetts. We are a touring group which travels extensively throughout the United States and Canada as well as engaging in various club and community activities. I am writing to you in acknowledgement and appreciation of the extremely courteous and professional service that we received recently at your store from employee Jean Nicholson.

My 20 years of personal involvement in retail management make me keenly aware of the importance and value of good employees. We want you and your company to know that people like Jean Nicholson make shopping at K mart a pleasant experience.

We look forward to patronizing K mart for both our individual and club needs in the future.

K mart 4276 — Toledo, OH — Employee William Foley.

I've wanted to write for sometime, but never seem to find time.

I would like you to know that you have a "gem" working at your store on Reynolds Rd. in Toledo. His name is William Foley. He is always so pleasant and helpful. He goes out of his way to try to please you. In these times that is a very rare quality. I wish all your employees were that nice.

K mart is one of my favorite stores.